

EPSON PRODUCT SUPPORT BULLETIN

Date:	10/08/2002	Originator:	RY
PSB #:	PSB.2002.10.002	Authorization:	Kas
Reference:	TE02-300 Rev.A	Total Pages:	1
Product(s):	Expression 1600/1640XL/1680/GT-10000/10000+ Series Scanners		
Subject:	Epson TWAIN Pro Network Driver 2.00A (Rev.B)		

This bulletin was created to inform you of a modification to the Epson TWAIN Pro Network driver v.2.00A for the Expression 1600/1640XL/1680 and GT-10000/10000+ series scanners.

Description of Change:

The updated driver has been modified for Windows NT 4.0, 2000 and XP to allow only client users with administrator rights to change the IP address of a network scanner. Users from client workstations running Windows 95, 98 or ME still have the ability to change the IP address.

Reason:

On the first release of the TWAIN Pro Network driver (v.2.00A), any user on a client workstation running Windows NT 4.0/2000/XP had sufficient rights to change the network scanner IP address. TWAIN Pro Network driver 2.00A (Rev.B) provides an extra level of security so that only administrators or users with administrator rights can change the IP address.

Driver Installation Instructions:

1. Download the Epson TWAIN Pro Network driver 2.00A (Rev.B) from the Epson website.
2. This is a self-extracting file. After extracting the driver, it will run the setup program.
3. Follow the on screen instructions to install the driver.
4. After installing the updated TWAIN Pro Network driver, you are required to re-install the original Twain Pro Network driver 2.00A from your scanner installation CD. The driver can also be found at the Epson web site (www.epson.com).

**** Note ****

If you do not reinstall the original driver, you may see one or both of the following errors when trying to scan:

"scanner model not supported"

"scanner handler error"

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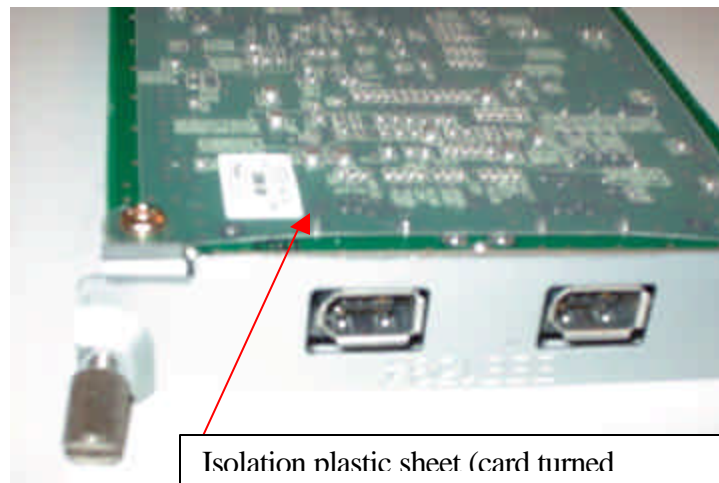
Affected Product(s): Expression 1600/1680/1640XL and GT 10000+

Subject: Safely Removing a Jammed IEEE 1394 Scanner Interface Card

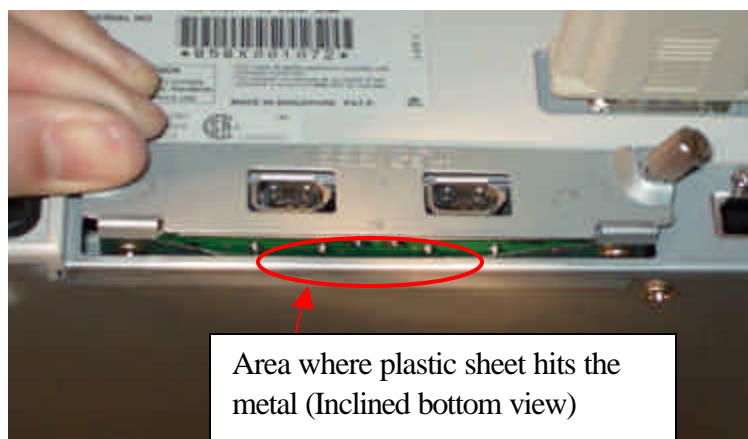
This bulletin provides instructions on how to safely remove the IEEE 1394 scanner interface card in cases where it is necessary to remove it or re-insert it and this simple operation becomes unexpectedly difficult because the card gets jammed in the slot.

Description:

The cards have a plastic isolation sheet attached at the bottom that prevent short-circuiting components as illustrated in this figure:



Normally, the card slides in and out of the scanner option slot without difficulty, but if the center of this plastic sheet gets arched, it may hit the bottom edge of the option slot metal housing preventing the card from coming out. See figure below:

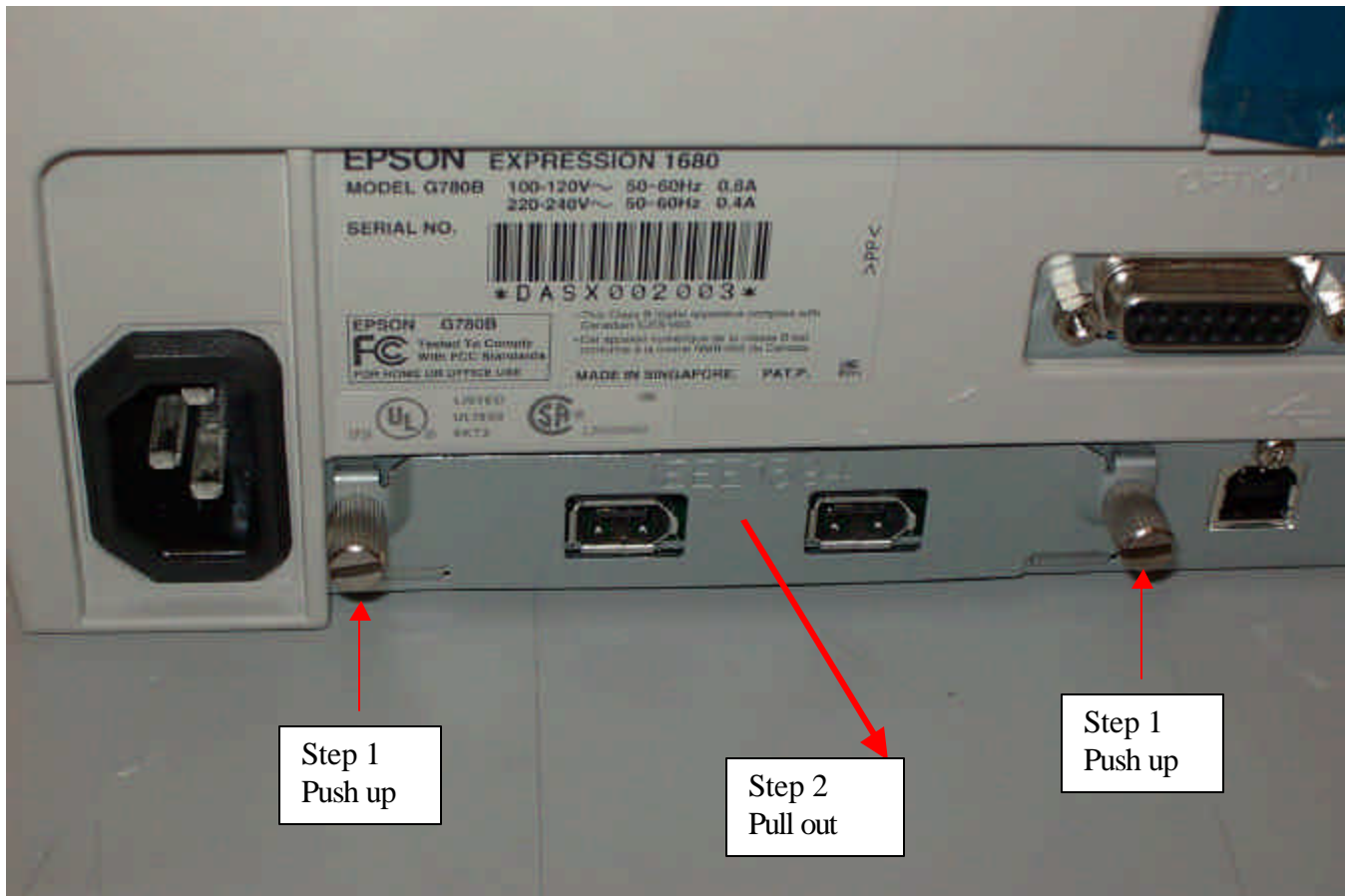


Corrective Action:

Please, follow this procedure to remove the card.

1. Check that the printer is off and the AC power cable is unplugged
2. Loosen up completely the thumbscrews on the IEEE 1394 card.
3. Carefully pull the card straight out.
4. If the card gets jammed do the following:
 - a. Carefully push the card back inside.
 - b. Slightly raise the card so it touches the top of the slot housing.
 - c. While keeping the card touching the top, pull it out.

This procedure should allow the card to be pulled out safely, see the figure below as an illustration:



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Affected Product(s): Presto PageManager for Epson Scanners

Subject: Links to PageManager Patches

This bulletin provides information and links to patches for Newsoft's Presto PageManager software that is included with several of Epson scanner products. The links provide instant access to the patch files on Newsoft's web site.

You can also access the patches by visiting Newsoft's web site at www.newsoftinc.com. On the home page put (do not click) your pointer over the Support menu icon and click Patch from the drop-down menu. From the Patch Search dialog box, select product (*PageManager*) and OS, then click **Search**. When you see the patch site, read the description and instructions. Then click **Download Now** to copy the patch files to your computer.

The following scanners are bundled with Presto PageManager:

Perfection 636/636U	Perfection 610
Perfection 1200S/1200U	Expression 800
Expression 1600	Expression 1680
Expression 1640XL	GT-10000
GT-10000+	GT 30000.

Note: To verify the version of PageManager installed on your computer, launch the program and click *Help* from the menu bar. In the drop-down menu, click *About PageManager*.

Patch Links:

To access the links listed below from the Epson web site, set your browser to <http://support.epson.com/filelibrary.html>. From the Support page, select your product. Click on the selected link. A **Save As** dialog box appears. Select your directory and click **Save** to copy the file to your hard drive. If you want to see a list of all the fixes as well as download and installation instructions for each patch, then point your browser to www.newsoftinc.com and refer to the instructions given in the section above. To access the patch files use the links listed below. When you click on the link,

1. If you are running Windows Me and cannot automatically launch PageManager when pressing the scanner's Start button please use this link to download an updated version of PageManager.

<http://www.newsoftinc.com/patch/download/english/pm42004p4-e0418.exe>

Note: The patch does not support PageManager 4.00.01; see item 2 below.

2. If you are running Windows Me and cannot automatically launch PageManager (v4.00.01) when pressing the scanner's Start button please use this link to download an updated version of PageManager.

<http://www.newsoftinc.com/patch/download/english/pm40001p1fc-e.exe>

3. If you are running Windows Me and PageManager hangs when you are launching the program--you see a Watcom SQL 4.0 icon in the taskbar--please use this link to update PageManager's database.

<http://www.newsoftinc.com/patch/download/english/pm-db.exe>

If you still have a problem when using PageManager then please contact Newsoft at 510 445-8616 or visit their web site.

EPSON PRODUCT SUPPORT BULLETIN

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Reference: TE01-045 Rev. B

Originator: TC & JD

Authorization: *JH*

Affected Product(s): EPSON Imaging Products (Scanners, Digital Cameras, and Stylus Scan Devices)

Subject: Compatibility Chart for Macintosh OS X Classic

This bulletin provides information on compatibility for EPSON Scanners, Digital Cameras, and Stylus Scan Series devices running in Macintosh OS X Classic mode. Mac OS X provides the Classic environment mode for Mac OS 9 compatible applications and device drivers. Classic mode will require Mac OS 9.1 system software. To setup Classic mode follow the steps below:

1. First install or upgrade your Macintosh system to OS 9.1 before installing OS X (for details refer to Apple's OS X documentation).
2. To start in Classic mode, click the **Classic** icon in System Preferences. To find *System Preferences* go to the **Apple Menu** or click on the icon in the **Dock** bar on the desktop. Classic mode can also be set up to start automatically during the log in process. (Refer to your Apple documentation for installation and operation of Macintosh OS X Classic and 9.1).
3. To run a Classic application, just double-click on it or a document created with the application.

A) The following Epson models are supported in OS X Classic mode via USB.

Model	Driver Version	Connector Type
Perfection 610	TWAIN L 1.00E	USB
Perfection 636U	TWAIN 3.20A	USB
Perfection 640U	TWAIN L 2.01A	USB
Perfection 1200U	TWAIN 4.01A	USB
Perfection 1240U	TWAIN 5.00A	USB
Perfection 1640SU	TWAIN 5.00A	USB
Expression 1600	TWAIN Pro/Pro Network 2.00A *	USB
Expression 1640XL	TWAIN Pro/Pro Network 2.00A *	USB
Expression 1680	TWAIN Pro/Pro Network 2.00A *	USB
Stylus Scan 2000	TWAIN (v.1.10A); Printer (v.6.25E) **	USB
Stylus Scan 2500	TWAIN (v.1.10A); Printer (v.6.25E) **	USB
Photo PC 800/850Z/3000Z	EPSON Photo!3 (v.1.40E) ***	USB
Photo PC 3100Z	USB Storage Device ****	USB

Note: MAC OS X Classic mode supports USB-native and network-capable devices. Classic mode does not support MAC Serial, SCSI or FireWire connected devices.

* Expression Series Scanner Notes:

1. When installing the TWAIN driver and you are prompted to restart your computer, click Quit instead.
2. Click Stop to close the Classic environment. Close the System Preferences folder. Then restart the computer.
3. If you install PageManager v 2.40.05 for the Expression series scanners and the Start button does not work, restart the computer.

**** Stylus Scan Notes:**

1. You must install the Stylus Scan drivers in a true 9.1 environment. Do not install in OS X Classic, the installation will hang. From the Printing and Scanning Software CD, open the Epson Stylus Scan 2xxx folder and click on the icon to install the drivers. When prompted, restart the computer. Make sure the startup disk is set to OS X before restarting. Start Classic and install Smart Panel.
2. You must install Smart Panel from its own folder. From the Software CD open the Smart Panel folder. Click on the Epson Smart Panel Installer icon to install. Before you can launch Smart Panel you must install the Stylus Scan Updater. The file can be downloaded from the Epson web site.

***** Digital Camera Notes:**

1. EPSON Photo! 3 must be installed in a true Mac OS 9.1 environment. It cannot be installed in Mac OS X Classic mode. After installation, restart the computer in OS X, start Classic, then launch Photo! 3.
2. Use the EPSON *Camera Monitor Setup* dialog box in *Apple Menu Items* to assign an application before using the programmable *Push (Shutter) Button Function*.
3. You can use the *Push Button Function* in Classic mode.

******Photo PC 3100Z Notes:**

1. This camera is supported by Mac OS X native mode using the embedded Image Capture application.

B) The following models are not supported in OS X Classic when using the connector type(s) described in the chart below.

Model	Connector Type
Perfection 636	SCSI
Perfection 1200	SCSI
Expression 636	SCSI
Expression 800	SCSI
Expression 1600	SCSI/FireWire
Expression 1640XL	SCSI/FireWire
Expression 1680	SCSI/FireWire
Expression 836XL	SCSI
GT-10000 (PC platform only)	SCSI
GT-10000+ (PC platform only)	SCSI
GT-30000 (PC platform only)	SCSI/FireWire
Photo PC 500	Serial
Photo PC 600	Serial
Photo PC 650	Serial
Photo PC 700	Serial
Photo PC 750Z	Serial